

Newcomer's Guide

Programs and Services for Older Adults



We're glad you've chosen to live in Chesterfield. In this guide, you will find all kinds of information to help you get started. If you have any questions, comments, or need additional information on any topic, please don't hesitate to call or visit us on the web.

Chesterfield County Office of the Senior Advocate
Community Development Building
9800 Government Center Parkway
P. O. Box 40
Chesterfield, VA 23832
804-768-7878
Email: Leidheiserd@chesterfield.gov
www.Chesterfield.gov/senioradvocate

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Chesterfield County Office of the Senior Advocate

The Chesterfield County Office of the Senior Advocate is the central point of contact for older adults (55+), caregivers, adults with disabilities and their families. The office offers information and referrals, and promotes and coordinates services for:

- Older adults who want to remain active, independent and vital contributors to their communities.
- Older adults who may need assistance to remain as independent as possible.
- Caregivers to older adults, including those who may themselves be older and need assistance.

The office sponsors the following programs.

- The office facilitates “**Grandparent Connection**”, a support group for grandparents raising grandchildren. The group meets on the third Thursday of each month, 4:30-6 p.m.
- Sponsors the **Telephone Reassurance Program**, a telephone reassurance and socialization program for volunteers to call older adults or adults with disabilities who live alone or in a caregiving situation.
- Hosts the **Senior Ambassador Program**, a program where older adults learn about the resources in the county and then share their knowledge with friends and neighbors. Most of the participants volunteer in the community after completing the program.
- **Caregiver Connection** helps address the needs of those who are caring for an adult with physical or cognitive deterioration, usually a parent or spouse. Facilitated by the Office of the Senior Advocate and Lucy Corr Village, the group meets on the first Tuesday of each month, 4-5:15 p.m.

Chesterfield County Phone Numbers

<u>Program</u>	<u>Phone Number</u>
Adult Protective Services	804-748-1100 1-888-832-3858
Board of Elections - Registrar's Office	804-748-1471
Death Records, Health Department	804-748-1691
Department of Social Services	804-748-1100
Disability Services	804-768-7878
Domestic Violence	804-751-4113
Emergency/Police/Fire & Rescue -Telecommunication Device for the Deaf (TDD)	911 804-748-1251
Fire & Emergency Medical Services Non-Emergency	804-748-1360
Food Stamps	804-748-1100
General Information	804-748-1000
Health Department	804-748-1691
Mental Health Support Services	804-748-1227
Police Non-Emergency	804-748-1251
Property Taxes - Commissioner of the Revenue	804-748-1281
Public Library Outreach Services	804-748-1768
Real Estate Income Tax Relief - Commissioner of Revenue	804-748-1281
Senior Advocate Services	804-768-7878
Sheriff's Department	804-748-1261
Smoke Detectors (Fire/EMS)	804-748-1360
Victim/Witness Assistance Program	804-796-7087

911 Cell Phones for Older Adults

Do You Wish You Had a Cell Phone - Just In Case?

In an effort to support safety and security for Chesterfield County's older adult residents, the Chesterfield Police Department participates in the cell phone program with other county departments. This program accepts donated cell phones from the community and refurbishes them. Cell phones are then provided to qualifying older adults who need a phone for 911 calling purposes. Calls can be made free-of-charge, **only to 911 services, for emergency purposes only**. Cell phone chargers are provided and the cell phone can be kept for as long as the need exists. For more information call 804-748-1585.

Adult Day Care Centers

Adult Day Care Centers serve older adults who need a supportive social setting during the day in order to maintain their skills, independence, and abilities. Adult Day Care Centers are located in Chesterfield and the greater Richmond area. Each offers a variety of therapeutic, recreational, and social activities; fees are based on a sliding scale. Centers operate Monday through Friday.

Programs and Services include:

- Professionally designed activities for participants with memory impairments and/or various physical needs
- Physical exercise and recreation
- Assistance with personal care needs
- Health monitoring
- Music therapy
- Nutritious hot lunch and snacks

Area Locations

A Grace Place Adult Care Center

8030 Staples Mill Road

Richmond, VA 23228

Phone: 804-261-0205

Fax: 804-261-3940

Hours: 7 a.m.-6 p.m.

Located in Chesterfield: No

Adult Day Center of Virginia

5601 Hull Street

Richmond, VA 23224

Phone: 804-232-5030

Hours: 7:30 a.m.–5:00 p.m., Saturdays: 8:30 a.m.-3:30 p.m.

Located in Chesterfield: No

- Licensed facility
- Accepts private pay, long term care policies, Medicaid
- A person must attend a minimum of one day a month

Chesterfield Adult Day Services*

9461 Amberdale Drive

North Chesterfield, VA 23236

Phone: 804-318-8114

Hours: 7 a.m.–5 p.m.

*(Part of Chesterfield County Mental Health Services)

Located in Chesterfield: Yes

Chesterfield County Day Program*

Winchester Green

2752 Bensley Commons Boulevard

North Chesterfield, VA 23237

Phone: 804-318-8880

Hours: 7 a.m.–5 p.m.

*(Part of Chesterfield County Mental Health Services)

Located In Chesterfield: Yes

Circle Center Adult Day Services

4900 W Marshall Street

Richmond, VA 23230

Phone: 804-355-5717

Fax: 804-358-3866

Hours: 7:30 a.m.–5:30 p.m., Saturdays: 9 a.m.-5 p.m.

Located in Chesterfield: No

Ginter Hall South

11300 Mall Court

North Chesterfield, VA 23235

Phone: 804-794-7770

Hours: Will work around families schedule; very flexible

Located in Chesterfield: Yes

- Licensed facility
- Private pay only (financial assistance is available through Senior Connections and the Alzheimer's Association.)
- Day respite: Available Monday through Friday. Day respite is \$65-85 a day and consists of a meal, a room with bathroom and activities. The facility will administer medication. If day respite goes into overnight, the cost is \$80-\$110, depending on the level of care. In the memory care unit, day respite is \$75-95 a day and overnight is \$110-130.

Heritage Adult Day Care Services

9550 Midlothian Turnpike, Suite 106

North Chesterfield, VA 23235

Phone: 804-330-3600

Hours: 8 a.m.–4 p.m.

Located in Chesterfield: Yes

- Licensed facility to MR Waiver clients
- Accepts private pay and MR Waiver clients. They will bill the state.
- A person can come as often as they want.

JM Adult Day Care Services

5310 Hopkins Road

Richmond, VA 23234

Phone: 804-271-7706

Hours: 24 hours

Located in Chesterfield: Yes

- Licensed facility
- Cost: Accepts private pay, MR Waiver
- A person can live here permanently; this is a group home.
- Handles mental retardation patients 18 years & up

Lucy Corr Village Adult Day Care

6800 Lucy Corr Boulevard

P. O. Drawer 170

Chesterfield, VA 23832

Phone: 804-706-5657

Fax: 804-796-6285

Hours: 7 a.m.–5:30 p.m.

Located in Chesterfield: Yes, at Courthouse Complex

South Richmond Adult Day Care Center

1500 Hull Street

Richmond, VA 23224

Phone: 804-231-9306

Fax: 804-231-5177

Hours: 7:30 a.m.–5:30 p.m., Monday-Friday

Located in Chesterfield: No

Swift Creek Day Center

2806 Fox Chase Lane

Midlothian, VA 23112

Phone: 804-744-7412

Fax: 804-744-7653

Hours: 7:30 a.m.–5 p.m.

Located in Chesterfield: Yes, in Brandermill community

- Assist elderly and disabled individuals to function at their maximal level of wellness
- Offers therapeutic activities, health monitoring, health education, care coordination and medication supervision
- Private pay, insurance companies, Medicaid

Case Management Services

These departments assist seniors and their families with locating, applying for, and receiving needed community resources.

Chesterfield-Colonial Heights Department of Social Services

9501 Lucy Corr Circle

P.O. Box 430

Chesterfield, VA 23832-----804-748-1100

Senior Connections, The Capital Area Agency on Aging

24 East Cary Street

Richmond, VA 23219-----804-343-3000

Fan Care and Fuel Assistance**Fan Care Program**

- Summer heat and humidity can be physically stressful and dangerous to frail, older adults. To help reduce the risk from exposure to extreme heat

conditions, Senior Connections operates the Fan Care Program. The Fan Care Program is an electric fan and air conditioner distribution program sponsored by Dominion Virginia Power, in partnership with the Virginia Department for Aging and Rehabilitative Services. The program typically runs from June 1 to September 30. Senior Connections, The Capital Area Agency on Aging (AAA), purchases fans and air conditioners (if funding permits) and makes them available, free of charge, to income-eligible older adults who are at risk of heat exhaustion due to their existing home situation. If interested in determining your eligibility, call 804-343-3000 to speak with the Fan Care Coordinator.

- The Chesterfield-Colonial Heights Department of Social Services administers a cooling program which typically runs from June 15 through August 15. The program is income based and requires an application, which is taken at the local Department of Social Services. For further information, call 804-748-1100.

Fuel Assistance

There are several heating programs available through the local Department of Social Services. Some may pay a portion of the heating bill; some may be able to help with heating equipment repair or replacement, and/or the purchase of heating fuel. The program typically runs from the second Tuesday in October to the second Friday in November. Call Social Services at 804-748-1100 for more information.

Home Delivered Meals

Home Delivered Meals provide meals for home bound seniors who live alone and have significant health conditions, or physical or mental impairments that prevent them from preparing their own meals. The program helps seniors meet the recommended dietary allowances for proper nutrition and provides daily interaction with volunteers who deliver the meals. Call Senior Connections at 804-343-3000 or Social Services at 804-748-1100.

Income Tax Assistance

The Volunteer Income Tax Assistance Program (VITA) is a free tax preparation assistance service for Chesterfield County residents with limited incomes. The Internal Revenue Service trains volunteers to provide assistance with preparing certain federal and state income tax forms. Senior Connections operates the

program. Appointments are made on a space-available basis. For more information, call 804-343-3000.

Tax Relief for the Elderly and Disabled Program (see page 12)

The following programs also offer tax assistance:

- Chesterfield-Colonial Heights Department of Social Services. For more information, call 804-748-1100
- AARP. For more information, call 866-542-8164

The following documents are required and should be taken to your appointment:

- A photo ID
- A copy of the previous year's federal and state tax returns
- All W-2 forms and statements (Social Security, welfare, retirement, unemployment)
- Medical, tax, interest statements, and other deduction information
- Social Security cards for all person claimed on the return

Related Links

Commissioner of the Revenue, Real Estate Tax Relief for the Elderly, Disabled, and Veterans

http://www.chesterfield.gov/content2.aspx?id=9769&ekmense1=c580fa7b_246_0_9769_3

Virginia Department of Taxation, www.tax.virginia.gov

Internal Revenue Service, www.irs.gov

Information and Assistance

Chesterfield – Colonial Heights Department of Social Services -----804-748-1100

Chesterfield County Office of the Senior Advocate -----804-768-7878

Senior Connections, The Capital Area Agency on Aging -----804-343-3000

SeniorNavigator.org -----website: www.seniornavigator.org

United Way Information and Referral Center -----804-771-5853 or 211
www.yourunitedway.org

Virginia Easy Access -----website: www.easyaccess.virginia.gov

Long-Term Care Ombudsman Program

Senior Connections Long-Term Care Ombudsman Program's mission is to act as an advocate for persons receiving long-term care, whether the care is provided by a nursing home, assisted living facility, home health care agency, or adult day care. When clients are unable to resolve problems on their own, the Ombudsman will assist them to find a solution.

The Ombudsman program is comprised of professionals and trained volunteers who provide the following services for those residing in a long term care facility:

- Develop confidence in the agency program and establish cooperative and trusting relationships with residents and staff of an assigned facility.
- Promote the residents' bill of rights among facility staff, residents and family members.
- Report observations and concerns regarding issues to the local long term care ombudsmen.
- Empower residents and their facilities to be proactive in cultivating positive changes in the facility when necessary.

The objectives of the Ombudsman Program are:

- Receive, investigate and work to resolve complaints involving quality of care in a confidential manner.
- Assist residents in exercising their rights.
- Mediate concerns between residents (and/or their families) and the facility/provider.
- Provide residents and their families with information about long term care resources in our community.

For more information, go to www.seniorconnections-va.org or call 804-343-3057 or 343-3000.

Medical Care

The medical clinic provides medical and dental services for low-income individuals who do not have health insurance. The clinic has qualifying criteria.

Crossover Health Center-----804-233-5016
108 Cowardin Avenue, Richmond, VA 23224

Other County Programs

Chesterfield Council on Aging: The Chesterfield Council on Aging seeks to enhance the quality of life for older adults and adults with disabilities through education, advocacy and community service. The mission of the Council is to support the development of community based resources and to avoid the inappropriate institutionalization of impaired elderly and disabled adults. The Council has received both state and national recognition. The Council meets on the fourth Thursday of the month at 9 a.m.

Chesterfield Libraries: Chesterfield libraries offer programs such as tax credit, health and wellness information and art lectures. “Get in the Know” programs are designed for adults aged 55 and older to learn, explore, socialize and educate. The program meets at two locations.

Project Lifesaver: The Chesterfield County Police Department helps provide rapid response to reduce the potential of serious injury to adults and children who wander due to Alzheimer’s, Autism, Down Syndrome, dementia and other related disorders.

Real Estate Tax Relief for the Elderly and Disabled: The Chesterfield Commissioner of the Revenue’s office sponsors the Real Estate Tax Relief program for the elderly and disabled. To apply, the owner(s) of the home must be 65 years or older as of December 31 of the preceding year or be totally and permanently disabled. The total gross income of all occupants of the home must not exceed \$52,000 from all sources, taxable or non-taxable. Other information can be found on the website at www.chesterfield.gov. There is also a tax relief program for veterans.

Seniors-in-Touch: The Chesterfield County Sheriff’s Office monitors the health and well-being of local home-bound older adults through weekly visits and phone calls. Participation in the program is for older adults who don’t have a family member within 60 miles of their home.

Smoke Detector Hotline: Chesterfield Fire/EMS will check smoke detectors and change batteries. Some smoke detectors for the hearing impaired are also available. In addition, the department provides safety inspections, a citizen CPR class, CERT classes and the EMS Passport program.

Third Party Notification Program: The Utilities Department will notify a relative if an elderly customer falls behind in their utility bills.

Transportation Services: Access Chesterfield provides transportation services for any county resident who is disabled, or age 60 or older, or who meets federal guidelines. The fee for a one-way trip is \$6.

TRIAD/S.A.L.T. Council of Senior and Law Enforcement Together: Chesterfield Triad is a partnership among the Chesterfield Sheriff's Office, Chesterfield Police Department, Chesterfield Fire and EMS, Chesterfield Office of the Senior Advocate, senior organizations and agencies, and seniors from the community committed to enhancing the quality of life and reducing crime against senior citizens. Meetings are held the third Thursday of each month at 9 a.m. For more information about Chesterfield Triad or to find out how you can help with Triad's mission, contact the Sheriff's Office at 804-717-6266 or Senior Advocate at 804-768-7878.

Parks and Recreation

The mission of Chesterfield County Parks and Recreation is to provide a comprehensive system of leisure programs, educational opportunities and recreational facilities for all its citizens while conserving and protecting environmental, historical and cultural resources. Parks and Recreation promotes community involvement in developing and providing leisure services. The department will ensure customer service excellence, affordability, equal opportunity, a safe environment and access for all citizens.

For more information, please call Parks and Recreation at 804-748-1623 or visit the website at www.chesterfield.gov/parks

Discover Chesterfield – A Walking Club

This walking club is designed to introduce participants to Chesterfield county parks, while meeting new walking partners. An organized walk will take place at a different county park, led by Chesterfield County Parks and Recreation Department staff, on the first Tuesday of the month.

Parks and Recreation Facilities:

Appomattox Canoe Launch
21400 Chesdin Road, Chesterfield

Bensley Park and Bensley Community Building
2900 Drewrys Bluff Road, North Chesterfield
Phone: 804-275-5321

Chester Linear Park
11801 Womack Road, Chester

Clarendon Park
2428 Brookforest Road, Midlothian

Clover Hill Athletic Complex
17701 Genito Road, Moseley

Dutch Gap Conservation Area and Dutch Gap Boat Ramp
441 Coxendale Road, Chesterfield
Phone: 804-318-8735

The Mayes-Colbert Ettrick Community Building, Ettrick Park
20400 Laurel Road, Ettrick
Phone: 804-526-5596

Ettrick Park
20400 Laurel Road, Ettrick

Fernbrook Park
9270 Chatham Grove Lane, North Chesterfield

Fort Stevens Historical Park
8920 Pams Avenue, North Chesterfield

Goyne Park
5300 Ecoff Road, Chester

Harrowgate Park
4000 Cougar Trail, Chester
Phone: 804-717-6157

Harry G. Daniel Park at Iron Bridge
6600 White Pine Road, North Chesterfield
Phone: 804-271-7554

Huguenot Park
10901 Robious Road, North Chesterfield
Phone: 804-323-1700

Lake Chesdin Boat Landing
12900 Lake Chesdin Parkway, Chesterfield

Mary B. Stratton Park
5201 Ridgedale Parkway, North Chesterfield

Matoaca Park
19900 Halloway Avenue, Matoaca
Phone: 804-530-2549

R. Garland Dodd Park at Point of Rocks
201 Enon Church Road, Chester
Phone: 804-530-2459

Robious Landing Park
3800 James River Road, Midlothian
Phone: 804-323-1700

Rockwood Park
Ruff House Dog Park at Rockwood Park
3401 Courthouse Road, North Chesterfield
Phone: 804-276-6661, 748-1992

Rockwood Nature Center
3401 Courthouse Road, North Chesterfield
Phone: 804-674-1629

Parks and Recreation Designated Landmarks

Castlewood
10201 Ironbridge Road, Chesterfield
Phone: 804-777-9663

Chesterfield County Museum
Clerk's Office of 1889 - Courthouse of 1917 and Jail
10011 Ironbridge Road
Phone: 804-796-1479

Chesterfield Historical Society of Virginia
10201 Ironbridge Road, Chesterfield
Phone: 804-796-7121

Eppington Plantation – Circa 1765-1775
14600 Epps Falls Road, Richmond
Phone: 804-748-1624

Falling Creek Ironworks Park
6407 Jefferson Davis Highway, North Chesterfield
Phone: 804-748-1623

Henricus Historical Park
251 Henricus Park Road, Henricus
Phone: 804-706-1340

Magnolia Grange
10020 Ironbridge Road, Chesterfield
Phone: 804-796-1479

Midlothian Mines and Rail Road Park
13301 North Woolridge Road, Midlothian
Phone: 804-748-1623

Chesterfield County Public School Programs

Adult Continuing Education: Enrichment classes, English as a second language, topics on US citizenship, GED classes and workforce training classes are available. Phone 804-768-6140.

Senior Citizen's Prom: In partnership with the Office of the Senior Advocate and Parks and Recreation Departments, this annual prom, held in April, is for county residents age 55 and older.

Senior Passport: For residents age 60+, the passport is a free pass into school athletic events, plays, concerts, etc. The passport also provides a discount for adult continuing education classes. Phone 804-748-1433.

Senior Activity Centers

These centers provide activities for individuals who want to get out and be active, but prefer a “club” setting. Services vary with each program, as do the times the programs are offered. Services may include meals, social activities, and information or referral services. Some groups sponsor trips, card games, and dances.

Locations

Bensley Community Building Senior Adult Program
2900 Drewrys Bluff Road
Richmond, VA 23237
Phone: 804-275-5321

Bon Air Presbyterian Church Friendship Café
9201 West Huguenot Road
Richmond, VA 23235
Phone: 804-343-3029

Ettrick Community Building Senior Adult Program
20400 Laurel Road
Ettrick, VA 23803
Phone: 804-526-5596

Ettrick Friendship Café
20400 Laurel Road
Ettrick, VA 23803
Phone: 804-343-3029

Lifelong Learning Institute
13801 Westfield Road, P. O. Box 1090
Midlothian, VA 23113
Phone: 804-378-2527

New Covenant Presbyterian Church Friendship Café
6415 Irongate Drive
Richmond, VA 23234
Phone: 804-343-3029

Older Adult Programs at Bon Air Baptist Church
2531 Buford Road
Richmond, VA 23235
Phone: 804-751-4135

Older Adult Programs at Church of Our Savior, Chesterfield Senior Center
4000 Stigall Drive
Midlothian, VA 23112
Phone: 804-339-2877

Rockwood Village Friendship Café
3901 Price Club Boulevard
Midlothian, VA 23112
Phone: 804-343-3029

The Shepherd's Center of Chesterfield
Office: 6800 Lucy Corr Boulevard, Chesterfield, VA 23832
Classes: Chester Baptist Church, 4317 School Street, Chester, VA
Phone: 804-706-6689

Senior Connections, The Capital Area Agency on Aging

Programs and Services Offered

Adult Day Care: Scholarships provided for care and supervision of older persons with disabilities who cannot manage daytime activities alone. Services may vary by location and may include assistance with personal care, limited health care, therapeutic activities, meals, and social activities.

Aging and Disability Resource Center: Provides information, referral and assistance in finding services for people with disabilities.

Caregiver Support Services: Provides caregivers with information about available resources and assists with gaining access to supportive services, individual counseling and respite care.

Emergency Services and Financial Assistance: Financial assistance to seniors experiencing crisis situations with paying for living expenses, such as utility bills or prescriptions, and have nowhere else to turn.

Foster Grandparent Program: Seniors age 60 and older volunteer as tutors and mentors for children with special needs. Foster Grandparents serve a minimum of 20 hours per week in youth-oriented organizations.

Friendship Cafes: Congregate meal sites offering nutritious meals and opportunities for socialization, recreation, exercise, health education and screenings for older adults. There are four cafes in Chesterfield.

Guardianship Program: Advocates for and protects vulnerable at-risk persons who have been legally found unable to manage the basic requirements of physical health and safety and do not have family or friends willing to or suitable to assist them.

Medication Assistance/Pharmacy Connection: Emergency funds provided to eligible seniors who have no other means to pay for medications. Offers access to drug assistance programs for free or discounted medications from pharmaceutical companies.

Money Management Counseling: Provides one-on-one check writing and bill paying services and assists seniors with managing personal finances, including protection from exploitation. Volunteer bill payers provide support to the program, which increases outreach to more seniors in need.

Public Information and Education: Provides informative group presentations and educational materials on topics of interest to seniors and those who care about their well-being. Volunteers help educate and promote public awareness of agency programs and services by attending, on the agency's behalf, health fairs and other community events. Produces and distributes Mature Life, the agency's quarterly newsletter.

Resource Center: Equipped with 20 computer stations and webcast access, the Resource Center provides additional options to support education, training and coordination of resources for the community as well as staff.

Retired and Senior Volunteer Program (RSVP): Provides volunteer opportunities for seniors age 55 and older to use their skills and experiences to fulfill community needs.

Senior Employment Services: Employment options for seniors age 55 and older interested in updating current skills and/or re-entering the work force.

Senior Medicare Patrol: Volunteers provide public presentations to raise awareness of potential Medicare fraud, abuse, reporting errors and how to report these.

Short-Term Home Care: Personal care, homemaker/companion care and caregiver respite services to seniors on the basis of need. This one-time assistance can be used during a period of recovery or while arrangements are being made for ongoing care.

Transportation Coordination Services: Transportation is provided to participants of the Friendship Cafes. Transportation for medical appointments may be available for individuals who meet eligibility requirements. Some vehicles are equipped to transport persons with disabilities. Coordinated transportation initiatives are in progress to help meet the need of additional seniors and their caregivers.

For information on any of these programs, call 804-343-3000.

Social Services

Chesterfield-Colonial Heights Department of Social Services

9501 Lucy Corr Circle (at the Smith-Wagner Building)

P. O. Box 430

Chesterfield, VA 23832

804-748-1100

<http://www.chesterfield.gov/humanservices/socialservices>

Adult Protective Services: Protective services are provided to elderly and disabled adults who are at risk and may be unable to protect themselves from abuse, neglect, and/or exploitation. Protective services may include individual and family counseling, referral for legal representation, health care, guardianship, or referrals to other living situations.

Companion Services: Services include personal and housekeeping tasks for individuals who are unable to perform such tasks. Eligibility is based on income and physical criteria.

Food Stamps (SNAP): Financial assistance is available to eligible individuals/households to assist with nutritional needs.

Integrated Intake: Provides information, referral services and emergency needs assistance.

Screening Services: Provides assistance in screening Medicaid eligible individuals for assisted living facilities/Auxiliary Grant, nursing home placements, personal care, adult day care, and respite care services through the Elderly and Disabled Waiver Program.

Transportation Services

These programs provide transportation to individuals who cannot use public transportation or need special assistance. Fees may be charged. Check with the provider and your insurance carrier for details. Some programs utilize volunteer organizations that gladly accept contributions.

Access Chesterfield: Available for any disabled person, or those over 60, or those who meet federal poverty level income guidelines. Wheelchair equipped, 24 hours up to four days advance notice.

Phone: 804-279-8489

Acti Kare In-Home Care: Mon.-Sun., 6 a.m.–9 p.m.

Phone: 804-264-2829

www.actikarericmondva.com

Alliance Specialty Transport: Wheelchair equipped. \$59 first 20 miles; three day advance notice. Serves Richmond City, Henrico and Chesterfield, as far as Johnston-Willis Hospital.

Phone: 804-225-8599

American Cancer Society: For cancer-related medical treatments, advance notice required. Not wheelchair equipped.

Phone: 1-888-227-6333

Angels for Hire: Provides transportation to scheduled appointments and assistance at these appointments. They can take notes if needed at appointments, particularly for seniors who have hearing and/or memory issues. Wheelchair accessible. They charge an hourly rate and will give a quote when you call.

Phone: 804-338-6858

www.angelride.net/index.html

Big Ben Taxi Cab: Serves Richmond, Henrico, Chesterfield, and Chester. Not wheelchair equipped. One day notice. \$1.50 per mile.

Phone: 804-986-6667

Bowman Transportation Service

Wheelchair accessible service.

Phone: 804-745-0046 or 804-335-9264

www.ridewithlarry.com

Chester Express Shuttle: Mainly serves Chester, but they will also transport for medical or errands to Colonial Heights, Hopewell and South Chesterfield (Chippenham area). They are a shuttle, not a taxi, and have one set rate for up to four people.

Phone: 804-399-1205

Comfort Keepers: No notice required, not wheelchair equipped. \$60 for up to three hours of service; serves Central Virginia.

Phone: 804-750-1123

Flagship Transportation, Inc.: Monday–Friday 6 a.m.–6 p.m.; Saturday 6 a.m.–2 p.m.

Phone: 434-265-6781

www.flagshiptransport.com

Forward Fleet

Phone: 804-426-4313

Grace Transportation: Medical transportation; normal business hours are 7 a.m.–5 p.m. Charges based on mileage. Wheelchair or ambulatory transports. Insurance companies require five day notice; self-pay a two day notice.

Phone: 804-399-1205

Home Instead Senior Care

Available seven days a week.

Phone 804-527-1100

www.homeinstead.com

LogistiCare: Wheelchair equipped, 48 hours advance notice. The statewide service is for Medicaid participants only.

Phone: 1-866-386-8331

Mature Options

Phone: 804-282-0753

www.matureoptions.com

New Freedom Transportation, LLC

Phone: 804-288-1248

www.newfreedomtransportation.com

Piggy Back Transportation: Wheelchair equipped, one day advance notice. There is a charge for service.

Phone: 804-365-2560

Sam Transportation LLC

Phone: 804-715-9242

Save Our Seniors

Phone: 804-559-4480 or 914-4406

Seasonal Transport LLC

Phone: 804-283-4370

www.seasonaltransport.com

Senior Express Enterprise

Monday–Friday, 7 a.m.-6 p.m.

Phone: 804-402-6457 wallace_pricilla@yahoo.com

Shepherd's Center of Chesterfield: For medical appointments (one a week) and grocery shopping (once every two weeks). No charge, but the center accepts donations; not wheelchair equipped, 1 week notice.

Phone: 804-706-6689

Shepherd's Center of Richmond: Will take once a week for medical appointments, and once every two weeks for grocery shopping. No charge, but the center accepts donations; not wheelchair equipped, 7 days notice.

Phone: 804-355-7282

Sunrise Transportation

Phone: 804-559-6083

Tendercare Transport of Virginia

Wheelchair accessible and stretcher service available.

Phone: 804-288-8763

www.tendercareofva.com

TNT Transportation Services: Wheelchair equipped, 24 hours advance notice. Charge ranges from \$50-\$70.

Phone: 804-270-3258

Van-Go: There is a charge for service, wheelchair equipped, and one day advance notice required.

Phone: 804-261-7388

VIP & Associates: Wheelchair equipped, two days advance notice. There is a charge for service.

Phone: 804-421-2500

Yur-Way Transportation, LLC: Hours are anytime by appointment. Set price within 20 mile radius - \$55 w/wheelchair; \$25-non-wheelchair; A VA Premier provider; two day advance notice, if possible.

Phone: 804-334-2607

Travel Programs

Chesterfield Parks and Recreation offers the Senior Trips Program, designed for independent adults age 55 and older. Day and overnight trips are available. All transportation is provided by chartered buses, unless otherwise noted. Registration is required for all trips and may be done at the Parks and Recreation office.

Early registration is suggested since trips are popular and fill up quickly. Most trips have pick-up and drop-off points at Target on Jefferson Davis Highway and Chippenham Hospital. For more information, please call 804-751-4135.

The **Lifelong Learning Institute** also provides trips for older adults. They can be contacted at 804-378-2527.

Virginia Insurance Counseling and Assistance Program

The Virginia Insurance Counseling and Assistance Program (VICAP) is a free, non-biased and confidential health insurance counseling service. VICAP serves Medicare beneficiaries and/or caregivers of people with Medicare. VICAP is part of a national network of programs known as State Health Insurance Assistance Programs or SHIP. The SHIP program works closely with the Centers for Medicare and Medicaid Services (CMS) to provide information on coverage options to people with Medicare.

Trained volunteer counselors provide information on Medicare and related insurance benefits through one-on-one counseling sessions and also by group education. Counselors do not make decisions for clients, but help people to review options and to make informed and personalized choices on health insurance coverage.

Counselors can:

- Provide you with basic Medicare information.
- Assist you in understanding Medicare claims.
- Help you explore your long-term care insurance needs.

- Help you compare and understand Medicare supplemental policies, Medicare managed care plans and Medicare Part D drug plans.
- Educate you regarding Medicare/Medicaid fraud and abuse.

VICAP staff and volunteers are not associated with any insurance company and are not licensed to sell insurance. To receive additional information or to schedule an appointment with the VICAP counselor, please contact Senior Connections, The Capital Area Agency on Aging at 804-343-3014 and leave a detailed message.

Volunteer Services

Chesterfield County offers a wide range of volunteer opportunities. Opportunities range from driving to answering phones. Contact local hospitals, hospices, assisted living facilities, area schools, and support groups for more volunteer options.

AARP-----888-687-2277
www.aarp.org

American Red Cross-----804-780-2250
 420 East Cary Street, Richmond, VA 23261
<http://greaterrichmond.redcross.org>

Chesterfield County Parks & Recreation Department-----804-748-1623
 6801 Mimms Loop, P. O. Box 40, Chesterfield, VA 23832

Chesterfield County Office of the Senior Advocate-----804-768-7878
 9800 Government Center Parkway, P. O. Box 40, Chesterfield, VA 23832

Chesterfield-Colonial Heights Dept. of Social Services-----804-748-1100
 9501 Lucy Corr Circle, P. O. Box 430, Chesterfield, VA 23832

Chesterfield County Volunteer Coordinator-----804-751-4142
 Human Resource Management, P. O. Box 40, Chesterfield, VA 23832

Crater District Area Agency on Aging-----804-732-7020
 23 Seyler Drive, Petersburg, VA 23805

CJW Medical Center
Chippenham Campus, Volunteer Services-----804-323-8882
 7101 Jahnke Road, Richmond, VA 23225

Johnston-Willis Campus, Volunteer Services-----804-330-2081
1401 Johnston Willis Drive, Richmond, VA 23235
www.cjwmedical.com

Lifelong Learning Institute-----804-378-2527
13801 Westfield Road, P. O. Box 1090, Midlothian, VA 23113
www.llichesterfield.org

Lucy Corr Village-----804-748-1511
6800 Lucy Corr Blvd., P. O. Drawer 170, Chesterfield, VA 23832
www.lucycorrvillage.com

Meals on Wheels of Greater Richmond-----804-673-5035
1600 Willow Lawn Drive, Richmond, VA 23230
www.mowdelivers.com

Pocahontas State Park-----804-796-4255
10301 State Park Road, Chesterfield, VA 23832

Retired Senior Volunteer Program (RSVP) -----804-343-3050
24 East Cary Street, Richmond, VA 23219
www.seniorconnections-va.org

Retired Senior Volunteer Program (RSVP) Petersburg-----804-861-1767
23 Seyler Drive, Petersburg, VA 23805
www.CDAAA.org

Senior Connections, The Capital Area Agency on Aging-----804-343-3000
24 East Cary Street, Richmond, VA 23219-----800-989-2286
www.seniorconnections-va.org

St. Francis Medical Center-----804-594-7807
13710 St. Francis Boulevard, Midlothian, VA 23114

The Shepherd's Center of Chesterfield-----804-706-6689
6800 Lucy Corr Boulevard, Chesterfield, VA 23832
www.shepctrchesterfield.org

Virginia Voice-----804-266-2477
395 Azalea Ave., Richmond, VA 23227
www.virginiavoice.org

Frequently Requested Resources

Resource	Phone Number
Call Center for Benefit Programs (<i>Housing, Medicaid, Food Stamps, Adult and Adult Protective Services, etc.</i>)	804-318-8777
Chesterfield County Crisis Intervention	804-748-6356
Chesterfield County Department of Social Services	804-748-1100
Chesterfield County Mental Health/MR & Community Services Board	804-748-1227
Chesterfield County Parks and Recreation	804-748-1623
Chesterfield County Sheriff's Department	804-748-1261
Police, Non-Emergency	804-748-1251
Senior Connections, The Capital Area Agency on Aging	804-343-3000